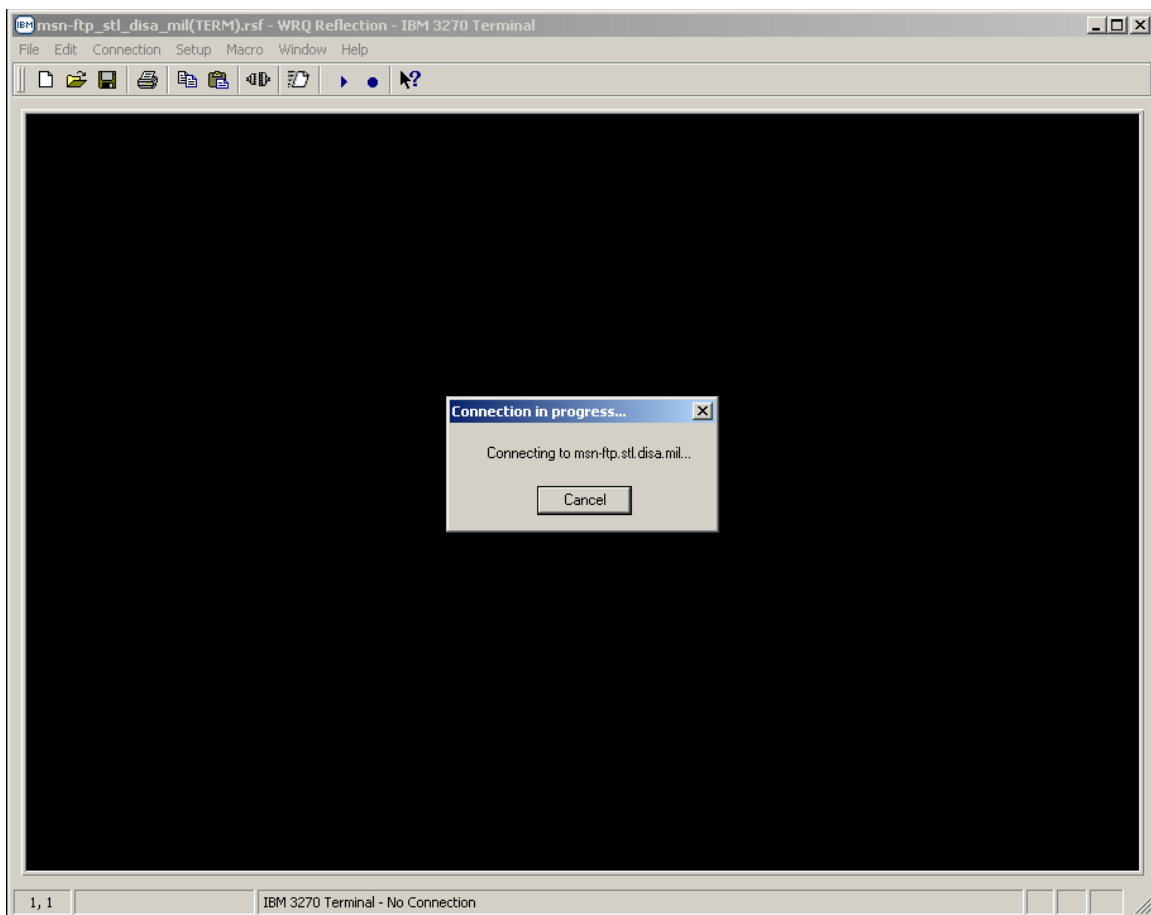# Reflection 3270 Helpdesk Guide Questions

- WRQ Inc. Reflection for NMCI is a multi-host connectivity client emulation

    o Are you in the Reflection for IBM 3270 emulation piece of the software?

- If "*YES*" to the question above, what version of Reflection for IBM do you have?

    o Version MUST be 10.0 or higher….version 8.0.5 in an un-secure / un-encrypted version.

- IF version is *10.0 or higher*, what "remote host" site are you attempting to connect to?   (need either domain server name or IP address of that remote host)

    o For DISA DECC St. Louis; the user should be connecting to:

        ▪ MSN-FTP.STL.DISA.MIL   (Primary gateway)

        ▪ MSS-FTP.STL.DISA.MIL   (Alternate gateway)

    o If for IBM Host site other than DISA DECC St. Louis note the domain server name or IP address of that remote host in order to ascertain whether or not this is a "valid" remote host destination.

    o Once the remote host destination has been determined and validated.

- Determine which type of IBM 3270 session the user is attempting to establish? (Terminal or Printer session)

- Initial connection / session establishment problems.

    o The green mainframe 3270 DoD Warning / Site Selection screen may not always appear immediately on your Reflection for IBM display window.

    o A *'Connection in progress…'* dialog pop-up window may be temporarily displayed as shown below prior to the appearance of a mainframe 3270 DoD Warning / Site Selection screen.

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> o After a reasonable duration of time if the 3270 terminal or printer session
> fails to initiate and appear, the *'Connection in progress…'* dialog pop-up
> window and message will change as shown below.

Reflection 3270 Helpdesk Guide Questions
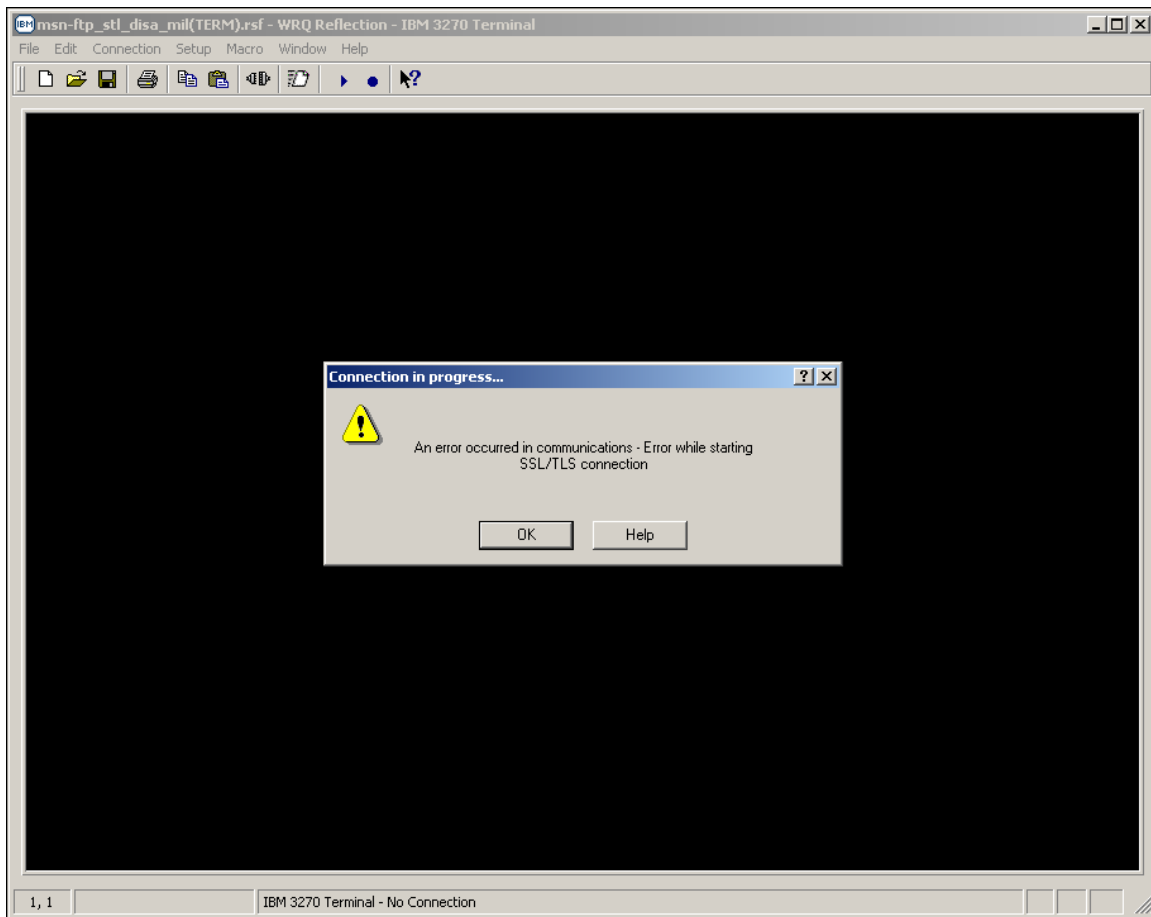
- This *'Connection in progress…'* dialog pop-up window message stating that "*An error occurred in the communications – Error while starting SSL / TLS connection"*, indicates that you were attempting to establish an Secure Socket Layer (SSL) encrypted terminal or printer session and the initiation of this communication interface failed.

- There are numerous reasons for this communication interface failure to occur, some that we have already encountered / resolved are:

    o A DoD Root PKI Client Certificate has not been installed within your workstation's Microsoft Internet Explorer.

    o The installed DoD Root PKI Client Certificate within your workstation's Microsoft Internet Explorer has expired.

    o The session connection set up is attempting to connect to a remote host via an invalid network port. (Port should be 9023).

    o Secure Socket Layer (SSL) encryption incorrectly configured on the session connection set up.

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- o The local firewall port proxy for port 9023 has failed and all or most 3270 terminal or printing has either crashed and / or no new session connections can b established. (Contact the respective MCNOSC or NMCI firewall technicians to check the specific port proxy and / or to STOP and RESTART that port proxy to possibly resolve the problem)

- o Network and / or communications problems are being encountered at the remote host location, i.e., (DISA DECC St. Louis is experiencing network communications hardware, software, or infrastructure problems.

- From this point the connection session setup options will have to be checked and corrected per the terminal and printer session configuration setup instructions in the WRQ Inc. Reflection for IBM 3270 Terminal / Printer Software Emulation User's Guide documentation.